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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: **10/645,917**

Filed: **August 20, 2003**

For: **Method and System for Selecting a Preferred
Contact Center Agent Based on Agent
Proficiency and Performance and Contact
Center State**

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) Examiner: **Bui, Bing Q.**
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) Art Unit: **2642**
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) Confirmation No. **9581**
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INFORMATION DISCLOSURE STATEMENT

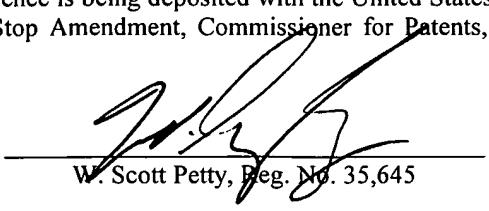
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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

The undersigned certifies the following: That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application. To the knowledge of the undersigned, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the filing of this information disclosure statement. Specifically, these references were cited in U.S. Application No. 10/251,320 on August 19, 2005.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 12, 2005.


W. Scott Petty, Reg. No. 35,645

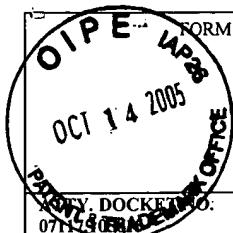
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Respectfully submitted,



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LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO: 07114-0001	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AB	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
	AC	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
	AD	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
	AK					
	AL					
	AM					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	